

C Appendix C: Medicaid Automated Voice Information Service (MAVIS)

C.1 Overview

To maintain effective and continuous provider communication, EDS offers MAVIS. Medicaid automated voice information service quickly gives Idaho Medicaid providers accurate information on participants, claims, other insurance, and provider enrollment status.

The service is an automated voice recognition system that is able to understand and respond to the spoken words of the user. The user is prompted by the system with a brief series of questions. Based upon the answers given by the user, the system searches the Idaho Medicaid electronic database for the most current information available and states this information back to the user.

To access MAVIS:

(208) 383-4310 in the Boise calling area

(800) 685-3757 (toll free)

C.1.1 Availability

Medicaid automated voice information service is available 24 hours a day, seven days a week including holidays, except during scheduled system maintenance. The service will inform the caller if the system is unavailable. Providers can also request a fax verification of certain information.

Providers may also contact provider service representatives, provider enrollment, and the EDI Help Desk through MAVIS. Representatives are available Monday through Friday 8 a.m. - 6 p.m. MT (excluding state holidays). At the beginning of the MAVIS greeting, the caller may speak any of the following commands to be connected to the appropriate team.

- Agent, to speak to a provider service representative.
- Technical support, to speak to the EDI Help Desk.
- Provider enrollment, to speak to a provider enrollment representative.
- Financial, to speak to the financial department.

C.1.2 Participants

MAVIS is designed for providers only. Refer participants to the following toll-free numbers:

- Participant Line: **(888) 239-8463**.
- In Spanish: **(800) 926-2588**.
- Children's Health Insurance Program (CHIP): **(800) 926-2588**.

C.1.3 Security

Medicaid automated voice information service offers a high degree of security for providers. To ensure the privacy of provider and participant information, users must have a valid Idaho Medicaid provider number and a 4-digit security code. Every service location with a unique 9-digit Idaho Medicaid provider number uses its own security code.

The first time the provider calls MAVIS, they are asked for a valid Idaho Medicaid provider number. The service then asks the provider to create a security code. This is a 4-digit number that the user enters on the telephone keypad. The provider uses this code on every call to MAVIS. The provider can change the security code at anytime by selecting the, *Change Security Code* option in MAVIS. It is desirable to change the security code when staff leave the provider's employment. Providers with multiple users of MAVIS need to establish procedures for notifying all staff of the current security code.

If the provider forgets or loses the security code, an EDS provider service representative can re-set the provider's security setting. The provider then returns to MAVIS to create a new security code.

Note: For the provider's protection, EDS does not maintain a record of the provider's security code and cannot set or change the provider's security code.

The Idaho Medicaid provider number and the MAVIS security code are two different things, providers need both to access MAVIS. Continue to use just the 9-digit Medicaid provider number on all claims and correspondence submitted to Medicaid.

C.1.4 Information Available in Medicaid Automated Voice Information Service (MAVIS)

- Participant eligibility and Healthy Connections (HC) status.
- Definition of all Idaho Medicaid explanation of benefits (EOB) message codes. The user can enter the code and MAVIS will give the explanation.
- Fax confirmation of information including: Participant eligibility (with an eligibility verification number), service limits, prior authorization (PA) information, third party liability, and long-term care eligibility.
- Information on long-term care participant eligibility.
- Information on third party insurers for the dates of service entered by the provider.
- Mailing addresses for claims, PA, and third party information for HMS.
- National drug code (NDC) minimum/maximum quantities allowed with the date of the last update.
- Procedure code coverage.
- Service limitation information based on a procedure code, revenue code, participant number, and date of service.
- Status of PA: Denied, cancelled, or exhausted.
- Verification of the participant's date of birth, Social Security number, and Idaho Medicaid identification (MID) number.

C.2 How to Use Medicaid Automated Voice Information Service (MAVIS)

Users can use a rotary or touch-tone phone when calling MAVIS. The user should speak clearly in a natural voice. If MAVIS doesn't understand, the system asks the user to repeat the information or command. The service repeats information back to confirm that it has been received correctly. For easier voice recognition by MAVIS, users should avoid noisy environments and speakerphones.

Users need to have the necessary provider, participant, and claim information ready before calling MAVIS.

C.2.1 Sample Dialogue

This sample dialogue demonstrates how MAVIS works. The caller hears the following greeting:

Good morning, thank you for calling MAVIS, Idaho's Medicaid Automated Voice Information Service. If you know the option you want, you may speak it at any time.

I will be listing available options as we go. Feel free to interrupt me.

For technical support for electronic transactions say, Technical Support.

For information on 1099s say, Financial.

If you are not an Idaho Medicaid provider and wish to become one, say, Provider Enrollment.

• What can I help you with today? I have the following seven options:

- Client information.
- Claims information.
- Last check amount.
- Enrollment status.
- Mailing addresses.
- Change provider.
- Change security code.

Which option would you like? Say Repeat, to hear this list again. For assistance from a provider service representative say, Agent. For more detailed instructions say, Help.

The caller says the name of the option that is desired in a natural speaking voice. The service then verifies the Medicaid provider identification number and security code. After these numbers are spoken, the user is taken to the requested menu option.

C.2.2 Commands and Options

Users can use any of the commands and options listed below to move more quickly through MAVIS.

Barging-In

The caller can interrupt if they know the desired option. This is called barging in.

Example: If the provider wants to know about other insurance that is listed under Client Information, he can say other insurance, when MAVIS begins the greeting, skipping both the Main Menu and the options list under Client Information.

Commands

- Start over, to return to the beginning.
- Help, for more information on how to use MAVIS.

- Repeat, to repeat the last response.

Options

- Client information.
 - Client eligibility and healthy connections.
 - Other insurance.
 - Lock-in.
 - Long-term care eligibility.
 - Service limits.
 - Prior authorization.
- Claims information.
 - Claim status.
 - Procedure codes.
 - National drug codes.
 - Revenue codes.
 - Message codes (explanation of benefits – EOB).
 - Prior authorization.
- Last check amount.
- Enrollment status.
- Mailing addresses.
- Change security code.
- Change provider.

Helpful Hint: When finished with a call to MAVIS, say *good-bye*, *exit*, or *end* for a faster disconnect from the system.

C.2.3 Entering Date Information

Dates can be entered in a variety of ways.

- To request information for the current date say, *today*.
- For dates within the current year, the user can just say the month and day. The service will fill in the year.

For other dates, speak the date as shown below.

Examples: The date of service is May 24, 2007. The user may say any of the following (when 2007 is the current year):

- May twenty-four (May 24).
- May twenty forth (May 24th).
- May two four (May 2 4).
- May twenty-four, two thousand seven (May 24, 2007).
- Five twenty-four (5/24).
- Five twenty-four O seven (5/24/07).

C.2.4 Required Information

Have this information ready for all calls:

- 9-digit Idaho Medicaid provider identification number.
- Provider 4-digit security code.

Have this information ready for questions about claims:

- Participant's 7-digit Medicaid identification number (MID).
- Dates of service.
- ICN (internal control number) from remittance advice - RA.
- PA number.
- Billed amount.

Have this information ready for questions about participant eligibility:

- Participant's 7-digit MID number.
- Participant's date of birth or Social Security number.
- Participant's name (first and last).

Have this information ready for questions about procedure codes:

- Billing provider Idaho Medicaid provider number.
- Appropriate national procedure code.
- Required modifiers (if applicable).

C.2.5 Keypad Shortcuts

If the user has trouble being understood by MAVIS because the user is in a loud office environment, has a soft speaking voice, or has a strong regional accent, the telephone keypad can be used either for shortcuts or to enter data.

To by-pass the greeting and introduction, press 9 as soon as you hear MAVIS say, *Good....* MAVIS will jump to the Main Menu.

To by-pass the Main Menu and go directly to a menu option, wait for MAVIS to begin to say, *Main Menu...* Press the Main Menu keypad shortcut number:

1. Client information.
2. Claims information.
3. Last check amount.
4. Provider enrollment status.
5. Mailing addresses.
6. To switch to a different provider.
7. To change the security code for the current provider.

To by-pass the Client Information menu, wait for MAVIS to begin to say, *what kind of...* Press the Client Information keypad shortcut number:

1. Eligibility or Healthy Connections information.
2. Other insurance.
3. Lock-in.
4. Long-term care eligibility.
5. Service limits.
6. PA number.

To by-pass the Claims Information menu, wait for MAVIS to begin to say, *what kind of...* Press the Claims Information keypad shortcut number:

1. Claim status.
2. Procedure code coverage.
3. NDC coverage.
4. Revenue code coverage.
5. EOB message codes.
6. PA number.

Note: To use the Client and Claim Information keypad shortcut numbers, the user must already be in that part of the MAVIS menu.

Example: The user calls to inquire about National Drug Code (NDC) coverage. The user presses 3 as MAVIS begins to list the options in the Main Menu, MAVIS goes to Last Check Amount not to NDC coverage because the system is still in the Main Menu.

Note: The user cannot use keypad shortcuts in Help; instead the user must speak the name of the desired option. For instance, while in Help the user wants to move to Client Information. The user says *start over*, and is taken back to the Main Menu. From the Main Menu, the user presses one for Client Information. When MAVIS starts listing the options under Client Information, the user presses the appropriate shortcut key for the desired option.

C.2.5.1 Entering Data

The keypad numbers 1 and 2 can be used to answer all questions that require a yes or no response.

- 1 is for yes.
- 2 is for no.

Any information MAVIS requests that is all numbers can be entered using the telephone keypad on a touch-tone phone. The user can key:

- Provider Identification Numbers.
- Security Codes.
- Revenue Codes.
- National Drug Codes.
- Dates of Service (mm/dd/yy).
- Birth Dates (mm/dd/yy).
- MID Number.
- Social Security numbers.

- Telephone Numbers for Faxes.

To move even faster after entering the information with the keypad, press the # sign. MAVIS will jump to either the next question or return the desired information. (This only works when entering information, do not use the # sign with menu shortcuts.)

Since the user can only key information that is all numbers, the following cannot be keyed:

- Procedure codes.
- EOB codes.
- Modifiers.
- Participant names.
- Mailing address

C.2.5.2 Voice Commands

Using voice commands is actually faster than using keypad shortcuts because they work anywhere including in Help. Here are two examples to compare voice commands with keypad shortcuts. In each example the caller wants a revenue code.

Using Voice Commands: The user calls MAVIS, presses 9, waits for MAVIS to begin to say, *main menu*, and then says, *revenue code*. MAVIS goes to the revenue code dialogue. (In this way the user avoids hearing the rest of the Main Menu and any of the Claim Information Menu introductions.)

Using Keypad Commands: The user calls MAVIS, presses 9, waits for MAVIS to begin to say, *main menu*, presses 2, waits for the Claims Information Menu to begin, and presses 4. MAVIS will first suggest that the user say, *revenue code*, the next time this option is wanted and then takes the user to the revenue code dialogue.